



Lights in the Parkway Frequently Asked Questions

General Information

What are the season dates and hours?

November 27th 2020 – December 24th 2020, Hours of operation 5:30pm-10:00pm.

Why is the season ending early?

Lights in the Parkway is mostly supported by many local non-profits, who are paid to volunteer. Our groups have faced a great deal of challenge this year during the global pandemic. We strive to bring joy to the community during these times. Any further questions can be emailed at events@allentownpa.gov.

How do I purchase a ticket?

Tickets are sold out online. We caution all patrons that the lines and waits are extremely long this season. If you still want to attend tickets may be purchased at the event. Please have a smart phone and a debit/credit card. We can not accept cash or provide a device to make a purchase.

What is the radio station to tune in while traveling through the Lights?

We have customized a holiday playlist for your enjoyment on 98.3FM.

Do you close for rain or inclement weather?

Depending on how severe the weather gets determines if we are open or closed. We update our Facebook page on any closings due to weather that include flooding, wind, ice. Your safety is our top priority, and we will be sure to keep all patrons updated on any season delays or closings due to inclement weather.

What address do I put in my GPS?

Depending how updated your GPS platform is it can direct you to other entrances of the Park. Please be advised the ticket booth and entrance for Lights in the Parkway is located at Park Drive, Lehigh

Parkway East, and S Jefferson Streets and Coordinates. If you Google Lights in the Parkway, a map with pinned location is available for reference.

Where are the restrooms located on site?

We have standard and ADA portable restrooms available for your use, 1 located at Lehigh parkway East, and Wyoming Streets. 2 Located at the ticket booth, at Park Drive and S Jefferson as well as a handwashing station. Please use caution when exiting your vehicle and do not leave children or vehicles unattended or parked in an undesignated location.

Admission & Online Ticket Purchases

Can I pay cash or credit onsite?

No, we are not accepting cash or credit this season. All tickets must be purchased at the event when you arrive.

Tickets are sold out online, can I still purchase one?

Tickets may still be purchased at the event. You must have a smart phone and a credit/debit card. Please be advised that wait times can go up to three hours.

Are the tickets sold per person, or per vehicle?

Tickets are sold per vehicle, \$15 for cars/family style vans up to 8 passengers. \$25 for commercial vans, minibuses, limos 9-24 passengers. Please review max dimensions details under attraction information.

Is my ticket good for any day, or do I need a reservation?

Tickets are redeemable for a one during the season, November 27th and December 24th, 5:30pm-10pm. Currently, we are not accepting reservations.

What if I bought the ticket for the car/s behind me?

If you purchased a ticket for the car/s behind you, please advise the attendant at the ticket booth so we ensure you travel through the display together. Please have all tickets ready and available for check in.

Do I need to print my Eventbrite ticket?

You can save your ticket to your smart device. We do ask that you have your ticket ready and available, with QR code. We can also check you in by first or last name if your QR code is not scanning. Please be sure to specify the name ticket was purchased under.

How can I get request a refund?

Ticket sales are final sale. Please email Events@allentownpa.gov if you need further assistance.

Are my tickets good for next year?

No. All tickets bought this year are only good through December 24th 2020.

Do you offer discounts or group sales?

We do extend various discount codes on Facebook during the season. Group sale requests can be emailed to events@allentownpa.gov.

If I have a family member that is immune compromised, is it required that I open my window?

No, your safety is important to us. Please have your QR code available, and we suggest a note to display on your window. "WINDOW MUST REMAIN CLOSED" please also note your first and last name so that in the event your code is not scannable through the glass we can check you in by name.

What do I do if I cannot use my ticket? Refund?

If you cannot use your ticket, we advise that you give it to someone that can use it. All sales are final and cannot be refunded at this time. Any questions, please email events@allentownpa.gov.

Attraction Information

What speed should we travel?

We ask that you travel on average at 5 miles per hour, and that your vehicle is continually moving at a decreased speed. Please do not pull over or stop in the park.

Is there a gift barn this year?

Sadly, no. Due to the pandemic we are pleased to provide a safe event for your family. We did have to make some season changes, and hope to bring some of our most enjoyed features back. Santa will visit from the North Pole via sleigh, on select nights during the season. Santa is social distancing, so we do ask that you always remain in your vehicles and mail your wish list the North pole directly. Please stay tuned to our Facebook page for season information and details.

Can we get out of our vehicles and take pictures?

Lights in the Parkway is a drive through event, we ask that you always remain in your vehicle.

Do we need to turn off our headlights?

Yes, we ask that you turn off your headlight, and use parking light. This will enhance your experience while traveling through the lights.

Can I bring my RV or Party Bus, and if so, dimensions allowed?

Yes, however, vehicles over 14ft in height are not permitted, as they will not clear the tunnel. We do ask that all minibuses and large vehicles under 14ft in height travel directly down the center.

Can I bring my family pet?

Yes, pets are welcome to come and enjoy the lights as well. We do ask that you make sure you have taken your pet for a walk before entering the display, and that you do not exit your vehicle with your pet while in the event vicinity.

If I am still in line at 10pm what happens?

We do close at 10:00pm. However, if you are in line, we will ensure you get through the display.

Is it a walk-through feature or drive through, and how long is the drive through?

Lights in the Parkway is a drive through only feature. We do ask that vehicles travel at a decreased speed of 5 miles per hour, and it takes approximately 20-25 minutes to see all the Lights once you enter the admission gates.

Any food vendors or beverages available for purchase?

Lights in the Parkway is a great way to pack up some family favorites, hot Cocoa, or coffee in your vehicle. In years past we did have a gift barn, this year that feature is closed due to the global pandemic. We suggest you visit with snacks and non-alcoholic beverages to enjoy from your vehicle.

Do you offer carriage rides or ice skating this season?

Due to the pandemic we are not offering carriage rides or ice skating this season. We hope to bring back many features in seasons to come.

How many lights are in the display?

2020 season we have the most "Lights" ever! This season we have wrapped the most trees ever, 130 of them. Using more string lights, and with the new displays we can safely say it is the most "lights" in the events history. Over 300 Displays in the Parkway with about 80,000 bulbs, and over 1300 sets of string lights. Our light bulbs are LED, and we have well-thought-out environmentally friendly set up.

What do my proceeds support?

Lights in the Parkway proceeds directly benefit many local nonprofits groups that volunteer to support during the season. More information and photos of the nonprofit's groups can be found on our Facebook page.

What do I do if I have an emergency?

Please use a personal device to call 911, and if possible, advise any event personal in visible sight of your emergency.

Trip Planning

What days or hours are best to visit Lights in the Parkway?

For a shorter wait times and lines, weekdays are your best option. We do have patrons arrive as early as 4:30-5pm, to get in line.

What can I expect when I get to the entrance/booth? How do I know when I am getting close?

Excellent customer service, we will scan your ticket for entry and make sure you have the station and guidelines to best enjoy the lights. There are signs placed along entry ways that will advise the distance you are away from our ticket booth and entry gates.

How can I be best prepared with small children?

We suggest visiting on weeknights if possible so that you can anticipate shorter waits and lines. Otherwise, we suggest visiting early on a weekend, and do allow patrons to line up as early as 5pm on site. Children can fall asleep in the comfy car ride, so we do suggest you come prepared with blanket, favorite stuffed animals/ or toy, and snacks.

Can I visit Lights in the Parkway from out of state?

Because Lights in the Parkway is a drive through event, we do allow visitors from other cities, or states. We do ask that you follow your local CDC, and Health Departments travel advisories to adhere to best practices.

What can I bring or do to be most prepared?

Bring along a mask and maintain your distance! Your time and experience are important to us, we suggest that you plan your visit with anticipated delays on weekends, have your ticket ready and available. Be sure your vehicle has adequate gas and is in best working condition. Bring along blankets, food, beverage, and interactive things for your children. Use the restroom before visiting or before entering the display. Most importantly take lots of photos, make family memories, and enjoy the Lights!